

**Tender Inquiry
Computer Centre
Aligarh Muslim University, Aligarh**

D. No. 1267 /CC

dated 17.03.2018

AMC FOR EXISTING SERVERS

Sealed tenders are invited from eligible bidders (viz. OEM **and/or those authorized channel partners who are by OEM**) for **Comprehensive Annual Maintenance Contract (AMC) for Existing Servers currently operational at Computer Centre, AMU, Aligarh** .

Scope of Work

Prompt Technical Support for all Hardware failure/faults/defects/issues using a structured, predefined and mutually agreed upon process and reasonable SLAs (Service Level Agreement) :

S.N.	Server Name	Number of Servers Installed	Servers having Lenovo's Part Code
1.	IBM System x3650 M4	04	7915-F2A

Preventive maintenance : At least once in every 3-months (onsite)

Breakdown Maintenance : As and when required (as per agreed SLAs)


Secretary
17/3/2018
Purchase Committee
Computer Centre

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General Terms and Conditions :

1. OEM (M/S Lenovo India) and/or reliable channel partners of OEM having relevant experience in technical support and maintenance of Servers. Eligible bidders should not only be specifically authorized by OEM but also be registered with respect to Rule 150 of GFR-2017 as per University Rules.
2. The Price quoted should indicate the basic price and GST separately.
3. Period of AMC will be for one year from the date of signing SLA with AMU and the successful bidder.
4. The AMC may be extended with mutual agreement subject to services being satisfactory during the AMC period.
5. The successful firm will be required to sign **Service Level Agreement** with AMU.
6. The validity of the quotation should not be less than 90 days.
7. Payment shall be as per the payment terms agreed in SLA .
8. AMU reserves the right to annul this tender.
9. AMU reserves the right to reject any or all of the quotations without assigning any reason(s).
10. The bidder is required to accept all the terms and conditions specified in this tender unconditionally.
11. The quotation should be given **only** on the letter head of the firm with **GST number**.
12. The bid shall be accepted at Office of the Director, Computer Centre **till 12:15 pm** on **12/04/2018**. The bids will be opened on the same day (i.e. 12/04/2018) at **12.30 pm** (bid opening venue : Conference room, Computer Centre, AMU, Aligarh).
13. OEM and/or all authorized bidders are invited to participate in bid opening event at their own expenses. No separate invitation will be issued. Evidence of authorization should also be brought in the meeting by the bidders.
14. For any clarifications required pertaining to existing infrastructure as a part of preparation for participation in this tender, eligible bidders may contact over email at webmaster@amu.ac.in and/or phone +91-571-2700920 Ext-3655.


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